



Enquiries : Miss A Singh
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Reference : T6/17/P

**TO: ALL HEADS OF DEPARTMENTS
ALL MTAC MEMBERS
ALL DEPARTMENTAL TRANSPORT OFFICERS**

MTS CIRCULAR NO 39 OF 2004

INSPECTION OF VEHICLES FOR REPAIRS AND MAINTENANCE EQUAL TO AND GREATER THAN R3000-00

1. It has been noted with concern that the amount quoted on the Addendum D that is generated when a vehicle is to be repaired, is in certain circumstances, not the amount that the Department has to finally pay for the repair of the vehicle. More often than not, it is found that additional repairs have to be effected resulting in higher repair cost than originally anticipated. This has serious financial implications and furthermore the pre-inspection of the vehicle by the Service Provider ought to have ensured that the quoted amount is the final amount.
2. A further point of concern is that merchants are not quoting for all the items requiring repairs in one quotation to keep the amount of the quotation low. After these vehicles have been repaired based on the cheapest quotation, they require further repairs within a short period of utilisation. This affects the service delivery as the vehicle has to be taken to the garage more than once for related repairs. In most cases, these vehicles are ultimately recommended for Board of Survey. It must be mentioned that these quotations are misleading as the vehicle could have been boarded immediately, if the merchant had submitted a comprehensive quotation.
3. It must also be mentioned that Transport Officers are often not familiar with the technical aspects associated with vehicles in respect of servicing, repairs and maintenance etc. Departments therefore largely depend on the advice of the Service Provider regarding the repairing of vehicles. In addition, the Transport Officer and/ or driver who collects the vehicles after the repairs have been done, are not always *au fait* with the type of repairs that have been undertaken to the vehicle. It is further important to note that the merchant should not be charging for repairs that are of poor quality. In order to ensure quality standards and value for money, vehicles should be inspected after the vehicle has been repaired.
4. In view of the above, it has become necessary to identify processes that would highlight the abovementioned problem areas and offer suitable preventative measures/controls that would ensure that the fleet is managed efficiently, optimally and effectively without hampering service delivery. It is therefore proposed that the pre and post repair inspections undertaken by the Service Provider be audited by the Province's technicians in order to verify the following:

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MOTOR TRANSPORT SERVICES DIRECTORATE

Street Address: 230 Prince Alfred Street, Pietermaritzburg, 3201, Republic of South Africa
Postal Address: Private Bag X9013, Pietermaritzburg, 3200, Republic of South Africa
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PRE-INSPECTIONS

- Prices quoted for the repairs are fair, reasonable and based on the necessary repairs.
- The repairs for which the authority is sought is not under warranty to be claimed from another merchant and/or manufacturer.
- Comprehensive quoting by the merchant
- Quotations cover the same type of work
- Vehicle repair history to determine whether costs incurred to date, do not exceed the original purchase price of the vehicle in order to establish if it is economical to repair the vehicle.

POST INSPECTIONS

- Repairs have been effected satisfactorily
 - Repairs have been effected as per original quotation
 - No additional repairs were effected without prior authorisation
 - Cost of repairs are as per original quotation
 - Release form has been properly completed
5. To this end, the process attached hereto as Appendix A, is proposed whereby the Service Provider will be requested to forward the Addendum D for repairs equal to and greater than R3000-00 to Motor Transport Services (MTS) as well, when forwarding such to the user Department. In the case of accidents, the Service Provider will also be required to forward the 3 quotations received from the merchants. This will be accompanied by the Service Provider's pre-inspection report. MTS will then arrange for a Provincial technician to inspect the vehicle. The technician's report will be analysed by MTS, taking into consideration vehicle history, pricing, warranties, accident repairs, allocation of merchants etc. Information will then be forwarded to the user Departments to enable informed decision making when authorising repairs. The technician's report will also be compared against the findings of the pre-inspection report of the Service Provider. Discrepancies between the two reports will be brought to the attention of the Service Provider and user Department. **This process will be effected within 3 working days, i.e from date of receipt of Addendum D from the Service Provider to the faxing/e-mailing of the outcome to the Department.** It must be mentioned that should repairs be required urgently and repairs are authorised by the User Department, without the pre-inspection by the Province's technician and comments received from MTS, MTS will continue with the process.
 6. Once the vehicle has been repaired, the merchant will inform the Service Provider and Local Transport Officer (LTO) that the vehicle is ready for collection. Once the LTO informs MTS that the vehicle is ready for collection, MTS will arrange for a technician to perform the post inspection of the vehicle. Feedback to the Departments following the post inspection will also be effected **within 3 working days from date and time of notification from the LTO that the repairs have been completed.** It is important to note that the post inspection of the vehicle by the Province's technicians will be done where the vehicle is currently located. The vehicle does not have to remain at the merchant awaiting the inspection by the Province's technicians. Once again, the technician's report will also be compared against the findings of the post-inspection report of the Service Provider. Discrepancies between the two reports will be brought to the attention of the Service Provider and user Department.
 7. It must be emphasised that these measures are proposed in an effort to ensure the integrity of the repair process and value for money. Departments are not compelled to accept this

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process and await comments from MTS prior to authorising repairs. It is acknowledged that the turnaround period of 3 working days could hamper service delivery, however cognisance must be taken of the overall impact such a process will have on the management of state assets in terms of quality of repairs, cost effectiveness, and misuse/abuse/fraud associated with official vehicles. Furthermore, in view of the high staff turnover of Local Transport Officer's (LTO's), the issue of servicing schedules, warranties, frequency of same type repairs can often be overlooked. The proposed process will however ensure that these matters are addressed and will create an awareness with LTO's as the findings will be forwarded to them as well as the Departmental Transport Officers. This process will also ensure that repairs are not effected to vehicles that are soon to be boarded.

8. Departments are urged to consider this proposal and inform MTS of your decision by no later than **15 July 2004**. It is intended that this process will commence with effect from **1 August 2004**. MTS has designed various electronic databases and systems for this process.

9. Submitted for your urgent attention.



06-07-04

For Head: Transport

h:policies/circs/circs 2004/MTS Circular 39 of 2004.Inspection of repairs R3000 and above

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